



Job Title: Duty Manager

Location: Mardyke Arena, University College Cork (UCC)

Reports To: Operations Manager & CEO

Job Summary:

The Duty Manager plays a crucial role in ensuring the smooth and efficient operation of the Mardyke Arena UCC.

This position requires a hands-on approach, strong leadership and the ability to manage various aspects of the facility operations, including customer service, staff supervision and facility management. The ideal candidate will have excellent organisational skills, attention to detail and the ability to work in a busy environment.

Key Responsibilities:

Management:

- Ensure the centre is at all times managed effectively and safely with a daily focus & action on Health & Safety, Customer Service and Hygiene.
- Proactive management of reporting of operational issues to ensure remedies are timely and effective.
- Provide overall supervision of each department in a manner appropriate to your management function.
- Effectively communicate and co-ordinate with other team members and management.
- Deliver exceptional customer service, addressing complaints in a polite and professional manner and advising on member queries.

Daily Operations:

- Make day-to-day decisions relating to the efficient and effective operation of the Mardyke Arena UCC during your rostered hours.
- Ability to resolve issues as they arise, identify the root cause of the problem and propose solutions.
- Maintain daily operational readiness in health and safety, hygiene, and maintenance.
- Open and close the facility with a flexible schedule as per the roster.

Service Delivery:

- To promote the Mardyke Arena UCC and all its services to all patrons and members.
- Help foster a positive working environment for all workers and check in regularly to ensure employee satisfaction.
- Ensure compliance of the company's extensive policies, procedures and processes from an ISO Quality Assurance perspective, a Safeguarding perspective and a Health and Safety perspective.

- Ensure suppliers meet our high standards through effective management.
- Contribute to the business by achieving organisational goals by implementing the annual business plan and key performance indicators.
- Work with the finance team to reconcile accounts and resolve any discrepancies.
- Foster a culture of excellence and continuous improvement within the team.
- Any other duties, which may be assigned from time to time by the Operations Manager.

Qualifications and Skills:

- Bachelor's degree in hospitality management or preferably sports related or a candidate with a passion for all sports and fitness with at least 5 years' experience in a fitness facility.
- A fitness instructor qualification (REPS registered), Lifeguard Qualification and First Aid Responder Certificate (desirable but not essential).
- Strong leadership and team management skills.
- Excellent analytical and problem-solving abilities.
- Proficient in using financial and operational software systems.
- Strong understanding of revenue management principles and practices.
- Excellent communication and interpersonal skills.
- Ability to work under pressure and manage multiple priorities.

Working Conditions:

- This position requires flexibility to work evenings, weekends, and holidays as needed.
- Working Hours will be between 34- 39 hours.

Application Process:

Interested candidates should submit a CV and cover letter outlining their qualifications and experience relevant to this role to lizmahr@ucc.ie

Mardyke Arena UCC is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.